

Community Alert System Frequently Asked Questions

Q. What type of alerts and notifications will I receive?

A. The Fremont Police Department and Fremont Fire Department will alert you of emergency situations such as:

- Evacuation
- Hazardous materials releases or spills
- Barricaded criminal suspects
- Floods and fires in an immediate area

The City of Fremont may also notify you of non-emergency, time-sensitive information such as:

- Road closures
- Scheduled major maintenance work
- Planned traffic impacts
- Missing persons
- Criminal descriptions
- City events

O. How will I receive these alerts and notifications?

A. The City of Fremont will send messages to phone numbers included in the 911 database and any other phone numbers you register at www.fremont.gov/CommunityAlert. The City may also send messages to email and SMS (text) addresses you registered.

Q. Is any of my contact information already in the CodeRED® system database?

A. CodeRED[®] uses the 911 database provided by your local telephone company to send messages. Your land-line home (listed or unlisted) or business phone number is automatically included in the system. The City will use unlisted land-line phone numbers only for emergency situations that pose an imminent threat to life or health. If you have caller ID, add (866) 419-5000 to your phone's address book to be sure to receive the City's time-sensitive and emergency alerts.

Q. Why do I need to include my street address?

A. The CodeRED[®] system is a geographical-based notification system, which means that street addresses are needed to select which phone numbers will receive community alerts and notifications in any given situation.

Q. What do I do if I move or change my phone number?

A. You will need to re-register your new information at www.fremont.gov/CommunityAlert, by providing the following:

- Your First and Last name
- Fremont street address (physical address, no P.O.Boxes)
- Telephone number (land-line and/or cellphone), email and/or SMS (text) addresses

Q. If I have provided more than one phone number, what number will be called?

A. CodeRED[®] will attempt to contact you on both primary and alternate phone numbers you registered. You may also receive messages to your registered email and SMS (text) addresses. Please note that standard text messaging charges apply.

Q. What if I have more than two phone numbers I want to register?

A. You will need to go back to <u>www.fremont.gov/CommunityAlert</u> and register your additional phone numbers.

Q. What if my child goes to school in Fremont but I live outside of Fremont, can I register?

A. Yes. You can register your telephone numbers and provide the Fremont school address of your child.

Q. What if I work in Fremont but live outside of Fremont, can I register?

A. Yes. You can register your telephone numbers and provide your Fremont work address.

Q. Is my personal contact information secured?

A. Policy and contract agreements prohibit Emergency Communications Network/CodeRED[®] personal contact information from being shared, sold, traded, leased or loaned to outside parties unless required by law. The information will be used solely for purposes of community alerts and notifications.

Q. Can TDD/TTY equipment receive the call?

A. Yes. When you register your phone number at www.fremont.gov/CommunityAlert, check the box for this option.

Q. How do I register if I am a business?

A. You will need to register your business information at www.fremont.gov/CommunityAlert. Select "Switch to Business Data" and provide the following:

- Your Business Name
- Fremont street address (physical address, no P.O.Boxes)
- Telephone number (land-line and/or cellphone), email and/or SMS (text) addresses

Q. What should I expect if I receive a Fremont Emergency Alert telephone message?

A. The message will begin by identifying that the City of Fremont is calling with an emergency alert. Listen carefully to the entire message. Follow instructions that are given. Do not call 911 for further information unless directed to do so. If you have caller ID, the number 866-419-5000 will be displayed. If you call back 866-419-5000, you will be able to repeat the last message delivered to your telephone number.

Q. How does CodeRED® respond if a line is busy?

A. If the number is busy and the call is a critical situation, the CodeRED[®] system attempts your phone number 3 times. This would be a great reason to register your work or cell phone number as an alternate number.

Q. Who can I contact for more information?

A. For more information, call the City of Fremont at (510) 284-4092 or email <u>communityalert@fremont.gov</u>.

DISCLAIMER: The CodeRED[®] notification service is provided as a supplemental emergency communication method and should not be relied upon exclusively. The City of Fremont makes no warranties about the accuracy, completeness, or delivery of any information posted or transmitted by the City through the CodeRED[®] System. Although CodeRED[®] is an important tool for the City's use in the event of an emergency, there is no guarantee that notification will reach any particular resident upon activation. The City of Fremont, its officers and employees, shall not be liable for any actions taken or omissions made in reliance on the information provided or for a failure to receive the CodeRED[®] notification.